

PI - Acceptance of Reevaluation Request

Purpose:

When a review of medical records and/or information results in identified issues, a Preliminary Report of a Tentative Overpayment (PROTO) letter is initiated. The Provider has the option of requesting a reevaluation and the opportunity to submit additional records for review. If the Provider adheres to the Iowa Administrative Code (IAC) and requests a reevaluation in writing within the identified time frame, a reevaluation will be granted. If the Provider does not adhere to the rules then the reevaluation is denied and a findings letter is initiated. The Reviewer is responsible to initiate an Acceptance of Reevaluation Request letter; this procedure describes the basic instructions. (For additional detailed instructions on letter writing, refer to procedure, “*Guidelines for Letter Writing*” and “*Directory of Codes and Issues*”.

Identification of Roles:

Reviewers within the IME PI Unit are responsible for initiation of Acceptance of Reevaluation Request letter when appropriate.

Performance Standards:

N/A

Path of Business Procedure:

After a PROTO letter is sent to the Provider with the preliminary findings identified the Provider may request a reevaluation. If the Provider requests a reevaluation within fifteen days of the date on the PROTO letter then the reevaluation is granted and an Acceptance of Reevaluation Request letter must be sent. (For additional detailed instructions on letter writing, see procedure, “*Guidelines for Letter Writing*” and “*Directory of Codes and Issues*”.

Step 1. Open the appropriate letter template on the SURS drive.

- a. Select P:SURS/Templates and Forms/Approved Letter Templates/OTHER Letters to Providers/Reevaluation Acceptance.

Step 2. Create the document.

- a. Click on **File**, then **Save as**, then **P:Drive**, then **Case Files**, then **Reviews in Process**.

- b. Click on the folder with the Reviewer's name, then click on the folder identified with the corresponding provider name and PR number.

- c. Save the document by the title of the type of letter.

Step 3. It is essential that each letter be initiated directly from the original template.

- a. DO NOT initiate the first letter from the template and/or initiate subsequent letters from that letter. Initiate each letter from the original template.

Step 4. Complete necessary fields in the template.

- a. Type in information, or copy and paste.
- b. Insert an appropriate letter date.
 - Date should be at least 3 business days past the date the letter was initiated, or as instructed (confirm with Supervisor.)

Step 5. Obtain an "Outgoing Correspondence Tracking Log Number" from the Administrative Assistant.

- a. Insert the log number in the form field in the upper right corner of the letter.

Step 6. Obtain certified mail paperwork from the Administrative Assistant.

- a. Insert the certified letter number into the letter template.

Step 7. Complete the address portion of the Certified Mail Receipt.

- a. Retain the Certified Mail Receipt at the desk until mailing.

Step 8. Complete the final formatting of the body of the letter. Note: **NEVER** change the wording of the template or formatting of the letter template without specific direction from the Supervisor or Contract Director. If a change in the template has been approved revise the footer to reflect the provider number behind the form number.

Step 9. Enter the header.

- a. Click on **View**, then **Header and Footer**, then on the icon for the header.

- b. Highlight the text; enter the provider name, provider NPI number (if available), if there is no NPI number associated with the provider enter the legacy number (X003957483), **and date**. Text should be in italics and **NOT** bold.

Step 10. Check spacing throughout letter (refer to procedure “Guidelines for Letter Writing”).

- a. Leave at least one line space between paragraphs.
- b. If pages end with a heading, insert a page break so the heading begins at the top of the next page.
 - 1. To insert a page break, hold down the **Ctrl** and **Enter** keys at the same time.
- c. Avoid allowing signature lines to appear without introductory text on the final page. *Adjust line spacing throughout, as needed.*

Step 11. Check that page numbering is appropriate.

Step 12. Enclose the corresponding spreadsheet with the letter. Make sure the spreadsheet has the correct provider information and matching date.

Step 13. Proof read the letter and enclosures thoroughly. Assess the overall appearance of the documents.

Step 14. Save the letter in the corresponding Reviewer’s “Reviews in Process” folder.

Step 15. Refer to procedure for “Letter Routing to Providers” for additional instructions.

Forms/Reports:

Acceptance of Reevaluation Request Letter Templates

RFP Reference:

6.1.2.2.6

Interfaces:

Program Integrity

Attachments:

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